

OBSERVATION REPORT #38

KPMG Consulting received unexpected errors on orders to restore service for a CLEC UNE-P 1-line residential customer.

Issue

KPMG Consulting received unexpected errors after submitting orders to restore service for a suspended UNE-P 1-line residential customer. The error message stated “Invalid Field Data – LNA – Incorrect for Restoral from SNP.” Following the Verizon Order Business Rules, version 4.4.1,¹ KPMG Consulting submitted the order with the Line Activity (LNA) field = “B” to restore service on November 6, 2000.

According to the Verizon Order Business Rules, version 4.4.1, when

- the first position of the request type (REQTYPE) field on the LSR form = “D” or “F,”
- the second character of the Type of Service (TOS) field is not = “Y,” and
- the Activity (ACT) field on the LSR form = “B,” **then**
- the LNA field must be populated with a “B.”

KPMG Consulting contacted the Verizon-NJ TISOC on November 8 to inquire about the error. The TISOC representative informed KPMG Consulting that a “B” was not valid for restoring service. Furthermore, the TISOC representative noted that the Order Business Rules were incorrect and the LSR scenario does not allow for a “B” in the LNA field. KPMG Consulting was unable to speak with the supervisor.

KPMG Consulting has received confirmations (LSRLRs) for several similar orders in which a “B” was populated in the LNA field. Furthermore, one provisioning completion notice has been received.

Sample order that received an error: 016051NN0X000006 (version AB)

Sample order that received a confirmation: 016051NN0X000001 (version AC)

Assessment

Inaccurate processing of orders and incorrect Order Business Rules may delay the processing CLEC orders and impede CLEC’s ability to provide timely service to customers.

¹ *Verizon Order Business Rules (LSOG 4), version 4.4.1*, Publication Date: August 2000, Release Date: September 2000.